

*The position description is meant to describe the general nature and level of work to be performed.  This is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for this position.*

Position Title: **Client Advocate- Client Assistance Program (CAP)**

Division:   **Community Advocacy**

Supervisor: **Director of Community Advocacy**

Location:  **New Orleans, Baton Rouge, or Lafayette**

**Responsibilities**

CAP client advocates assist people with disabilities across Louisiana who are seeking to get or maintain employment. They assist clients in navigating problems with vocational rehabilitation services, such as Louisiana Rehabilitation Services. CAP client advocates use detailed knowledge of vocational rehabilitation regulations and policies to assist individuals in identifying problems, navigating procedures, and challenging agency decisions. CAP advocates explain processes and clarify the rules, regulations, and procedures of the programs and how they affect recipients. CAP advocates advise recipients and service providers about ways to resolve problems that interfere with the rehabilitation process and delivery of services and in identifying and removing program barriers.

**Essential Functions**

* Provides information and assistance to agency clients.
* Maintains active caseload of individual cases, as assigned.
* Participates in agency work teams.
* Provides input in the planning and evaluation of the legal work of the agency.
* Performs community outreach including conducting trainings, speeches and presentations.
* Conducts in-service training as requested.
* Serves on outside committees and boards as needed.
* Attends relevant training(s) to increase and maintain skills and expertise needed in work on behalf of agency clients.

**Qualifications**

* Bachelor’s degree
* Three to five years of experience in case management and/or client advocacy
* Excellent written and verbal communication skills
* Basic computer skills
* Detail oriented and well organized
* Ability to handle multiple priorities
* Ability to negotiate on behalf of clients and collaborate, communicate, and mediate in various situations as needed
* Commitment to imparting essential information to persons with disabilities in Louisiana
* Some instate travel required
* Valid driver license and current liability insurance

**Preferred Qualifications**

* Experience assisting individuals with disabilities
* Experience in the vocational rehabilitation, special education, or vocational training
* Bilingual

**Equal Opportunity**

DRLA values diversity among our employees and is an equal opportunity employer. The DRLA hires without regard to race, color, ancestry, national origin, religion, creed, age (over 40), disability (mental and physical), sex, gender (including pregnancy, childbirth, breastfeeding or related medical conditions), sexual orientation, gender identity, gender expression, medical condition, genetic information, marital status, military and veteran status, or any other protected characteristic.

We strongly encourage individuals from underrepresented groups to apply.

DRLA endorses and supports the intent of the Americans with Disabilities Act of 1990 (ADA) and is committed to providing reasonable accommodations to qualified individuals with disabilities who are applicants or employees needing accommodations.